

06/24/03  
02527 U.S. PTO

PATENT

Docket No. BOC9-2003-0013 (383)

PATENT APPLICATION TRANSMITTAL LETTER

MAIL STOP PATENT APPLICATIONS

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

21910 U.S. PTO  
10/602287  
06/24/03

Transmitted herewith for filing of the patent application of:

Inventor(s): **Romelia H. Flores, Keller, TX**  
**Biao Hao, Bedford, TX**

Assignee: **International Business Machines Corporation**

Assignee  
Address: **New Orchard Road**  
**Armonk, New York**

For: **METHOD FOR MANAGING RESOURCES IN A MULTI-CHANNELED CUSTOMER SERVICE  
ENVIRONMENT**

Enclosed are:

Specification, including the Abstract  
 5 Sheets of drawings (3 sets)  
 Executed Declaration and Power of Attorney  
 Executed Assignment and Recordation Cover Sheet  
 Other: 2 postcards

| CLAIMS AS FILED                   |           |           |
|-----------------------------------|-----------|-----------|
| FOR                               | NO. FILED | NO. EXTRA |
| Basic Fee                         |           |           |
| Total Claims                      | - 30-     | - 10 -    |
| Indep Claims                      | - 7 -     | - 4 -     |
| Multiple dependent claim present: | No        |           |

If the difference in Col. 1 is less than zero, enter "0" in Col. 2

| Small Entity |        |
|--------------|--------|
| RATE         | FEES   |
|              | \$ 370 |
| x \$ 9 =     | \$     |
| x \$ 42 =    | \$     |
| x \$140 =    | \$     |
| TOTAL        | \$     |

| Other than a Small Entity |          |
|---------------------------|----------|
| RATE                      | FEES     |
|                           | \$ 750   |
| x \$ 18 =                 | \$ 180   |
| x \$ 84 =                 | \$ 336   |
| x \$280 =                 | \$       |
| TOTAL                     | \$ 1,266 |
|                           | \$ 40    |

Assignment Recordal Fee

Please charge my Deposit Account No. 50-0951 in the amount of \$ \_\_\_\_\_

A check in the amount of \$ 1,306.00 is enclosed.

The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 50-0951. A duplicate of this sheet is enclosed.

Any additional filing fees required under 37 C.F.R. 1.16.

Any patent application processing fees under 37 C.F.R. 1.17.

No fee enclosed. No fee is authorized.

6/24/03  
Date

*Kevin T. Cuenot*

Kevin T. Cuenot, Registration No. 46,283

EXPRESS MAIL LABEL NO.: EV 346749218 US